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ABSTRACT

This course is designed for the students who wish to train for secretarial work, receptionists, or office clerks. It will enable the students to understand and use orally and in writing the terminology and style of language used in most business occupations open to untrained young people seeking part-time employment in the business world. The course outline consists of: I. Performance Objectives; II. Course Content; and III. Teaching Strategies. A small list of pertinent books and audio-visual materials follows the outline. (Author/AL)

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AUTHORIZED COURSE OF INSTRUCTION FOR THE QUINMESTER PROGRAM

ENGLISH FOR THE BUSINESS WORLD

5110.15b
5117.15b

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CS 200 181

DADE COUNTY PUBLIC SCHOOLS
DIVISION OF INSTRUCTION • 1971

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ENGLISH FOR THE BUSINESS WORLD

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Written by Lauren Swinney

for the
DIVISION OF INSTRUCTION
Dade County Public Schools
Miami, Florida
1971

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ENGLISH FOR THE BUSINESS WORLD

COURSE DESCRIPTION

This course is designed for the students who wish to train for secretarial work, receptionists, or office clerks. It will enable the students to understand and use orally and in writing the terminology and style of language used in most business occupations open to untrained young boys and girls seeking part-time employment in the business world.

I. PERFORMANCE OBJECTIVES

The student will:

1. Take a pre-test at the beginning of the course, and a post-test at the end making a 15% improvement in score.
2. Answer a telephone pleasantly and courteously, as instructed by a supervisor.
3. Recognize and name the following office machines: mimeograph, typewriter, electric typewriter, adding machine, and ditto.
4. Associate the following vocabulary with the items named: stapler, staples, staple puller, paper clips, mimeograph stencil, dittomaster, correction fluid, shorthand pad, files, filing cabinets, manila folders, folder labels, 3X5 cards, index tabs, alphabetical guides, and cross-reference sheets.

5. Answer a telephone pleasantly and courteously, as instructed by a supervisor.
6. Greet visitors pleasantly and courteously and introduce them according to rules of etiquette.
7. File cards or letters alphabetically using the same system found in a telephone directory.
8. Write a complete, clear, concise, and courteous order letter in modified block style with mixed punctuation.

II. COURSE CONTENT

The pre-test has been divided into five sections:

I. Telephone and reception technique
II. Filing
III. General Office Procedure
IV. Business Grammar
V. Letterwriting

These sections indicate the course content.

Section I can be taught in small groups using the excellent Southern Bell telephone training kits. These kits include full-size telephones, cords, amplifiers, and a bell-ringing device. Filmstrips, films, and charts of excellent quality are also available without charge.

Section III comprises a tour of the school office with the school secretary serving as a resource person. Be sure to be businesslike and make and keep a prompt appointment with her. Be sure to introduce the school secretary to your

students in the correct manner.

Sections II, IV, and V allow the students to work individually. Section II, Filing, recommends the use of a miniature file box with miniature letters. This is commercially prepared material entitled FILING OFFICE PRACTICE SET, Third Edition. Cost is $2.67, net school price. This price does not include transportation charges. South-Western Publishing Company, Incorporated, 5101 Madison Road, Cincinnati, Ohio 45227, Telephone 513-271-8811 can be connected. As of the writing of this outline Mrs.Patricia Doerr is in the Customer Service Department. Through her courtesy a sample of the aforementioned set is hereby made a part of this outline.

Section IV, Business Grammar, is a difficult section for students. It is frequently difficult for teachers, also. It is recommended that the teacher ditto each of the twenty tests in quantities of fifty. Weeks 5,6,7, and 8 are devoted to the study of these tests. The student may work on any test he wishes, in any order, as long as he achieves a score satisfactory to him, i.e. 70 to 75% for a C; 80 to 85% for a B; 90 to 95% for an A; and 100% for an A . The teacher will note that each test has 20 sentences or questions making each question worth 5 points for simple numerical grading. The teacher will instantly correct and analyze errors for the student at her desk, providing a fresh ditto of the test as she throws away the previous

attempt. The student should have a clear understanding that he is responsible for the knowledge in all twenty tests, but that on the day of the final test he will choose and work only one of the twenty from a face-down group. Some students jokingly refer to this as "choosing your own poison."

Section V, Letterwriting, can be presented in many ways. It is quite possible that the teacher may wish to analyze the miniature letters in the filing kit. It would be highly desirable to obtain actual local-firm letterheads to analyze the quality of the stationery and the design of the letterhead. Bear in mind that the firm is trying to project its image. Does it do this well? Does it clearly list the address and telephone number? Are the colors well-selected? This can be a very interesting and rewarding section of your course. It is at this point the teacher may want to introduce some business psychology. Laird and Laird's Practical Business Psychology, McGraw-Hill Book Company, New York is one of the most practical and interesting.

All of the students should have a practical book such as the Complete Secretary's Handbook by Lillian Doris and Besse May Miller published by Prentice-Hall, Inc. of Englewood Cliffs, N.J. Although the bound edition costs several dollars, the paperback edition is inexpensive. The handbook included with this outline was purchased for thirty-nine cents.

III. TEACHING STRATEGIES

This outline includes one field trip to the school office. The school secretary is an excellent resource person.

All of the students will find enjoyment in the special filing project. The small, but very thorough, filing set with its attractive tiny letters never falls to interest students.

Although the teacher must serve as an encyclopedic source of business information for the student, it is to be hoped that the teacher will precede each information-presenting lesson with exploratory questions. For example: "What do you think is the best way to answer your telephone at home?" "Would that be the same way you would answer in an office?" In the section on Introductions the teacher might ask, "To whom would you show greater respect in an introduction, a young lady or an older lady?" "In an introduction would you show greater respect to a lady or to the President of the United States?"

The Letterwriting section will offer the most opportunity for discussion. Business letters actually received by the students' parents can be brought in and analyzed. Errors are to be found in unexpected places. Even dedicatory bronze plaques have been engraved with errors in grammar!

The teacher is asked to maintain as pleasant and courteous a demeanor as she would wish her students to

develop. Three secrets for business successs are: 1) knowing how to get along with others, 2) knowing where to find answers, and 3) maintaining a positive attitude. Surprisingly enough although some degree of office skill is necessary; the skills themselves are secondary to the human relations.

It is also hoped that the teacher will have had some business experience that can be related in anecdotal form. This is interesting to the student and emphasizes the practical approach a course such as this must possess.

If the teacher needs to brush up on grammar, any good grammar will serve his purposes. For convenience, answer pages with a few rules stated briefly are included in this outline.

The Overview can be particularly helpful in organizing and directing this course.

PRE-TEST

Phone and Reception Techniques

1. If you are answering the phone for the Acme Insurance Company, it is best to answer the phone by saying

   a) This is Miss Ames. May I help you?

   b) Acme Insurance Company, Miss Ames speaking.

   c) Good morning. What can I do for you?

   d) Whatever the company prefers you to say.

2. In introducing the following business callers to your boss, Mr. Thompson, whose name do you say first?

   a) Mr.Thompson, Miss Jackman (21 years old,)

   b) Mrs.Reiner, (about 45 years old) Mr.Thompson

   c) Miss Jackman, Mrs.Reiner, Mr. Thompson.

   d) Mr.James (25 years old), Mr.Thompson.

   e) Reverend Appleby, Mr.Thompson, Mrs.Waycross.

Filing

Arrange the following in perfect alphabetical order for filing:

Doctor Vincent Mason _____

Daniel Carlson _____

Ralph Long, D.D. _____

D.A.Carlson _____

Mary Dean-Kite _____

General Office Procedure

1. A stencil would be used on a ditto machine. T. F.
2. An older woman is presented to a younger woman woman in an introduction. T. F.
3. Better quality letterhead paper weighs more. T. F.
4. There are 2,000 sheets of letterhead-size paper in a ream. T. F.
5. Substance 24 means 2,000 sheets weigh 24 lbs. T. F.
6. A ream of paper contains 500 sheets, 17"X22" T. F.
7. In speaking to the President of the U.S. you would address him as, "Mr.President." T. F.
8. A Chief Justice would be addressed as, "Mr.Chief Justice." T. F.
9. Punctuation is not charged for in a telegram. T. F.
10. The secretary may be called on to arrange her employer's travel itinerary. T. F.

Business Grammar

1. How good is Miss (Green, Green's) typing?
2. Mr.Gordon is pleased with (their,they're) presentation.
3. This man is a better salesman than (I, me)
4. He would rather work with John than (I, me).
5. A number of checks, (was, were) returned from the bank.
6. The majority (is, are) in agreement.
7. Measles (is, are) going around the office.
8. Each order (has, have) been filed.

9. Either Miss Gray or Mrs.Winneker (is, are) going to get the job.

10. Miss Williams requests that you write the plural forms of the following words:

a) Sheep _____

b) mongoose _____

c) datum _____

d) box _____

e) mother-in-law _____

Letterwriting

Correct all errors in the following letter:

Dear miss Green:---

Your letter have been received and red with interest. You seem to understand English real well. Your spelling is escellent also. Our office can use a bright girl like you. May you come in for an appointment with I tomorrow?

sincerely,

There are some rules of English grammar that make very little sense and are, in fact, not even appealing to the ear of the native speaker of English. The good business letter writer avoids these constructions. However, it is important for the neophyte office worker to know the difficult constructions for several reasons. One reason is that many firms require prospective employees to take an English test. Another reason is that all bosses and supervisors are not excellent speakers of English, and difficult constructions occur frequently. The student must be prepared. There is no reasoning involved in many areas. The student must simply accept and memorize. It may be necessary for a student to take one test ten times before he achieves a satisfactory grade. This is perfectly permissible. He is gaining the vital repetition he needs.

Of the following list of twenty areas of weakness in English grammar, the first three provide nationwide problems in America for native speakers of English. These problems are present in elementary school, junior high, high school, and are not eradicated by college time. Let the teacher take hear them as her English second-language speakers make progress.

Areas of Weakness

1. Verb Agreement
2. Possessives
3. Noun Plurals
4. Pronoun Agreement
5. Comparison of Adjectives
6. Adverbs
7. Prepositions
8. Conjunctions
9. Who-Whom
10. Lie-Lay, Sit-Set, Rise-Raise
11. Verbs
12. Possessive Gerund
13. Capitalization
14. Compound Words
15. Quotation Marks
16. Semicolon
17. Colon
18. Comma
19. Miscellaneous
20. Letters

Verb Agreement

1. Either Mr. Haddon or Mr. Trost (is, are) going to the convention.
2. The office staff (is, are) talking about vacation dates.
3. Either Mr. James or the Crown twins (is, are) getting credit for the new account.
4. Mr. Green, as well as Mr. Thompson, (is, are) bringing in new clients.
5. The courts-martial (is, are) being examined.
6. Harry Jones is one of those salesmen who (is, are) always friendly.
7. Harry Jones is the only one of those salesmen who (is, are) always on time.
8. Every secretary (is, are) bringing something for the office picnic.
9. Everybody (is, are) thinking about payday.
10. Automation and data processing (is, are) part of today's business world.
11. Neither the files nor the desk (has, have) arrived.
12. Neither the desk nor the files (has, have) arrived.
13. Everybody (want, wants) to attend the convention.
14. My boss, as well as his partners, (is, are) pleased.
15. Five hundred dollars (is, are) the fee.
16. Physics (is, are) an integral part of our business.
17. There (is, are) five men waiting for an interview.
18. Five dollars (is, are) enough for stamps.
19. The committee (is, are) debating.
20. The committee (is, are) in agreement.

Possessives

1. Mr. Jerome's (moment's, moments, moments') hesitation cost him a sale.
2. You must pay a (year's, years', years) interest.
3. Brown and Green's (Brown's and Green's) firm is jointly owned.
4. (Brown and Green's) (Brown's and Green's) firms are across the street from each other.
5. The (sales manager's, sales managers') convention dealt with packaging.
6. (Marys', Mary's) problem is that she doesn't understand human relations.
7. We asked (John's, Johns') opinion, but he refused to discuss the matter.
8. The (Miami Herald's, Miami Heralds') editorials are timely.
9. Our (city's, cities') Doxiadis plan is being considered.
10. The (Miamarinas', Miamarina's) boat landings are narrow.

Rewrite into correct possessive form.

11. the statement of the President.

_____

12. the policy of

_____

13. the home of the boss

_____

14. the homes of the bosses

_____

15. the shorthand of Miss Smith

_____

16. the coats of the clerks

_____

17. the coat of the clerk

_____

18. the responsibility of the media

_____

19. the contract of the brother-in-law of Harry

_____

20. the convention of the dentists

_____

Noun Plurals

Write the plural forms of the following nouns:

1. datum _____
2. moose _____
3. goose _____
4. mongoose _____
5. box _____
6. committee _____
7. court-martial _____
8. turkey _____
9. portfolio _____
10. embryo _____
11. radio _____
12. cargo _____
13. embargo _____
14. motto _____
15. piano _____
16. veto _____
17. potato _____
18. woman _____
19. laboratory _____
20. variety _____

Noun Plurals

This dictionary is the best referral source for noun plurals. The American Heritage Dictionary of the English Language, edited by William Morris and published by Houghton Mifflin Company, Atlanta, Georgia is recommended. This dictionary is one of the newest, 1970 being the most recent date. Also the type is clear and easy to read, and the wide side margins present outstanding pictures. The entries are lucid, current, and in-depth. All of the foregoing make The American Heritage Dictionary of the English Language particularly helpful to speakers of languages other than English. Diacritical markings are used to indicate pronunciation.

This is an example of a foreign word whose plural may also be foreign. DATA is a correct plural, and it follows the Latin form for plurals. DATUMS is the anglicized plural, and is also acceptable. ALUMNUS, ALUMNI and ALUMNA, ALUMNAE are important examples of this type of plural and should also be discussed if the student misses the first plural in the test.

Some foreign nouns, Greek and Latin, have no English plural forms. Consider the following: THESIS, THESES; CRISIS, CRISES; AXIS, AXES; ELLIPSIS, ELLIPSES; SYNOPSIS, SYNOPSES; OASIS, OASES; ANALYSIS, ANALYSES.

Some foreign nouns such as DATUM have both a foreign and an anglicized plural. Further examples: MEDIUM,

MEDIUMS, MEDIA; STADIUM, STADIUMS, STADIA; STRATUM, STRATUMS, STRATA; CURRICULUM, CURRICULUMS, CURRICULA; HIPPOPOTAMUS, HIPPOTOTAMUSES, HIPPOPOTAMI; NUCLEUS, NUCLEUSES, NUCLEI; SYLLABUS, SYLLABUSES, SYLLABI; CRITERION, CRITERIONS, CRITERIA; PHENOMENON, PHENOMENONS, PHENOMENA; APPENDIX, APPENDIXES, APPENDICES; INDEX, INDEXES, INDICES.

MOOSE: This is an example of a noun that uses the same form for the singular as well as the plural. If the student misses the plural on this one, have him look up: CHINESE, JAPANESE, CORPS, TROUT, SHEEP, SALMON, MACKEREL, SERIES, SPECIES, and DEER.

GOOSE: This is an example of an irregular plural that changes the vowel, GEESE. If the student misses this one, the teacher might assign him the following nouns to look up in the dictionary: FOOT, MAN, WOMAN, MOUSE, WORKMAN, SALESMAN, SALESWOMAN.

MONGOOSE: It is surprising to find this word in with the nouns ending in s, x, ch, and sh that form their plurals by adding es. However, the correct plural is MONGOOSES, and because it is tricky, tests favor this word. Additional es plurals are: BUSINESS, BRANCH, TOPAZ, BRUSH, CHURCH, RANCH, MASS, PASS. Of course, there are exceptions to this rule for plurals. Notice ADZ which simply adds the s. Possibly this is because it has two spellings the other one being ADZE.

BOX: This word follows the pattern for words ending

in x and adds es to the plural.

COMMITTEE: Most nouns form plurals by simply adding s. When the dictionary gives no plural ending for a noun, it is assumed that it is this most common of plurals, COMMITTEES.

COURT MARTIAL: The plural of hyphenated nouns is formed by adding s to the principal word in the compound. Ex. COURTS-MARTIAL: Additional words to check on: BROTHER-IN-LAW, MOTHER-IN-LAW, DAUGHTER-IN-LAW, SISTER-IN-LAW, EDITOR-IN-CHIEF.

TURKEY: Nouns that end in y preceded by a vowel, usually simply add a to form the plural. Other examples: VALLEY, ATTORNEY, JOURNEY.

PORTFOLIO: Nouns that end in o preceded by a vowel, usually simply add s to form the plural. Other examples: RADIO, STUDIO, TRIO, FOLIO.

EMBRYO: In this noun the y is pronounced as a vowel, therefore the rule listed for PORTFOLIO holds true.

RADIO: Same as PORTFOLIO.

CARGO: There is a minor rule that nouns ending in o preceded by a consonant add es to the plural. CARGOES. There are many exceptions to his rule, however, notably in musical terms (SOPRANO, SOPRANOS). The following words follow the rule: POTATO, TOMATO, HERO, MOSQUITO, MOTTO. Words like ESKIMO, and DYNAMO will break the rule and simply add s. A word like ZERO will give the writer a choice of

two plurals. These variations should give the teacher an opportunity to stress the importance of reliance on the student's and office worker's best friend, -- the dictionary.

EMBARGO: This noun follows the above rule and becomes EMBARGOES.

VETO: This noun follows the rule and adds es to the plural, VETOES.

POTATO: Follows the rule. POTATOES.

WOMAN: An irregular plural that changes the vowel. WOMEN.

LABORATORY: Nouns that end in y preceded by a consonant, frequently change the y to i and add es.
Other examples: LILY, COMPANY, NECESSITY.

VARIETY; VARIETIES. Follows the above rule.

Pronoun Agreement

1. Each secretary covered (her, their) typewriter.
2. Our company expects each employee to do (his, her, their) duty.
3. The President and the Vice-President gave (his, their) reports.
4. The Secretary and Treasurer gave (his, their) report.
5. Mr. Green, as well as his partners, is checking (his, their) bank statement.
6. Neither Mr. Grant nor the tellers were on (his, their) coffee break.
7. Either Miss Culver or Miss Austin will have (her, their) promotion tomorrow.
8. Everyone on the staff gave (his, her, their) donation to the United Fund.
9. The girl (her, their, they're) coffee money to Marian.
10. Every boy should do (her, his, their) best.
11. Every girl should do (her, his, their) best.
12. The Ajax Company and the Cyclope company will publish (his, its, their) sales brochures jointly.
13. The subsidiaries of the parent company are following (its, their) dictates carefully.
14. Nobody wants to waste (his, their) money.
15. The cabinet is holding (its, their, his) meeting.
16. The book fell on (its, it's) side.
17. (Its, It's) not certain whether the assignment will be

(yours, your's, yours') or (there's, theres, they're, theirs).

18. May we have (your, you're) opinion?

19. The committee has been in (their, its) meeting room for three hours.

20. The new member of the Board of Directors has (its, his) work cut out for him.

Pronoun Agreement

1. Each always require a singular pronoun.
2. " " " " " "
3. The article the indicates two persons are involved, therefore the plural pronoun their is required.
4. Since there is only one article the, only one person is involved and the pronoun choice must be singular.
5. Ignore all "as well as" "in addition to" phrases.
6. Either-Or, Neither-Nor, look for the subject closer to the verb. (This sentence has a good chant rhythm and the teacher may find it necessary to chant it many times.)
7. As above.
8. Everyone is singular.
9. Girls, -- plural.
10. Every boy, -- his.
11. Every girl, -- her.
12. Two companies, therefore the pronoun their.
13. its refers to the singular parent company.
14. Nobody is singular.
15. cabinet, -- its.
16. its This is a possessive spelling, and not a contraction.
17. It's, yours, theirs, (spelling of possessive and contractions)
18. your This is a possessive spelling.

19. its As above.

20. his Refers to the new member. When the sex is not known, the masculine is used.

Comparison of Adjectives

1. Which of the two products is (better, best)?
2. Which of the three products is (better, best)?
3. You will hear from the manufacturer (farther, further).
4. Your factory is (farther, further) from the city than I thought.
5. Please take no (further, farther) action in this matter.
6. We have experimented with both newspapers, and we know that the Miami News is (better, the best) for our purposes.
7. I have examined both machines and I believe we should purchase the (smaller, smallest) one.
8. Which of the two airports is (nearer, nearest)?
9. There are (less, fewer) people at this meeting.
10. I intend to use (less, fewer) sugar in my coffee.
11. We are out of (this, these) kind.
12. We are out of (this, these) kinds.
13. The shipment contained only (those, them) sizes we specified.
14. You should strive to be (more courteous, courteouser).
15. Of the three secretaries, Polly is the (more efficient, most efficient).
16. I have the (better, best) boss in the whole world!

17. You certainly maintain (up to date, up-to-date) records.
18. It is our store's (twenty first, twenty-first) anniversary.
19. He is a (self-reliant, self reliant) young man.
20. Of the two companies, ours tries (harder, hardest).

Adverbs

1. Miss Albert types (slow, slowly), but (accurate, accurately).
2. She writes (good, well).
3. She types (good, well).
4. She thinks (good, well).
5. The soup tastes (good, well).
6. (almost, most) everyone was present.
7. This is a (real, really) good brand
8. You need to maintain your stock (conscientious, conscientiously).

Write adverbial forms for the following adjectives:

Adjective	Adverb
9. noticeable	
10. forcible	
11. peaceable	
12. changeable	
13 swift	
14. easy	
15. satisfactory	

16. careless
17. pretty
18. courteous
19. financial
20. hopeful

Prepositions

1. This typewriter is different (from, than) the one in the steno pool.
2. There is a difference of opinion (between, among) our sixteen district managers.
3. I've heard that there is a long-standing rivalry (among, between) our company and Acme.
4. The secretary went (in, into) the boss's office to take dictation.
5. Five lights are blinking (in, on) the switchboard.
6. Is Miss Grimes (at, to) a meeting?
7. Mr. Jameson will be back in (about, around) an hour.
8. Let's hold the meeting (over, during) the weekend.
9. Let's hold the meeting (to, over, at) Bill's house.
10. The folder dropped (off, off of) the desk.
11. There are (to, two) many secretaries who are weak in spelling.
12. Is it (to, too, two) much (to, too, two) ask for (to, too, two) aspirins?
13. Tell the elevator operator I'd like (to, too, two) go (to, too,two) (to, too, two) (to, too, two).

14. You must abide (by, with) a decision.
15. Your letter must be accompanied (by, with) a remittance.
16. Mr. Green was accompanied (by, with) Mrs. Green.
17. Business grammar is no different (from, than) standard grammar.
18. It is difficult (to, too) type and think (to, too).
19. Give me (to, too, two) reasons.
20. (Between, Among) you and me there are no serious differences of opinion.

Conjunctions

Underline the paired conjunctions:

1. Either you do your work or you look for another job.
2. You are invited not only to the wedding but also to the reception.
3. Neither Mr. Clark nor Mr. Dane is going.
4. Your job can provide both knowledge and pleasure.
5. Whether you take advantage of our offer now or later the quality will be consistent.

Select the correct form:

6. (As, Like) I said, time is of the essence.
7. He is not (so, as) busy as I thought.
8. She is (so, as) busy as a beaver.
9. Mr. Parker will be the next speaker (provided, providing) time permits.
10. Don't do (like, as) I do, do (like, as) I say.

Identify the underlined word as a preposition or conjunction.

11. I arrived at the office <u>after</u> him.
12. I got to the office <u>after</u> he did.
13. Mary unlocked the door <u>before</u> me.
14. Mary unlocked the door <u>before</u> I did.
15. No one can sign <u>but</u> him.
16. She typed the letters <u>before</u> Miriam did.
17. Only Mr. Jones can sign, <u>but</u> he will soon be here.
18. William behaves <u>as</u> a student should.
19. John looks <u>like</u> a clown.
20. Mr. Green is not <u>so</u> gruff as he seems.

Who-Whom

1. May I present the man (who, whom) will be our next President.
2. (Who, Whom) is it?
3. It is (who, whom)?
4. To (who, whom) did you wish to speak?
5. (Who, Whom) do you want?
6. (Who, Whom) did you say called?
7. (Who, Whom) among you know the answer?
8. (Whomever, Whoever) arrives first is the winner.
9. She is a person (who, whom) is very energetic.
10. Choose (whoever, whomever) you consider best qualified.
11. Give the award to (whoever, whomever) deserves it.
12. Have you decided (who, whom) you want for this position?
13. I am considering the problem of (who, whom) should be selected for the position.
14. He is a man (who, whom) we know to be possessed of great personal integrity.
15. I don't know to (who, whom) this correction fluid belongs.
16. Mr. Adams is a man (who, whom) everyone respects.
17. It is I (who, whom) am to do the job.
18. I know no one (who, whom) I would rather have as my assistant.
19. (Whoever, Whomever) you appoint I shall approve.
20. The address will be made by Mr.Johnson (who, whom) we all know is an outstanding authority on the subject.

Lie-Lay, Sit-Set, Rise-Raise

1. I was ill and (lay, laid) in bed all day yesterday.
2. The checks are (lying, laying) on the desk.
3. (Sit, Set) the extra chairs over here.
4. (Sit, Set) the silver coffee service on the table.
5. Please, (sit, set) here.
6. The hen (laid, lay) green eggs on our television commercial.
7. If you can come, (rise, raise) your hand.
8. Did the curtain (rise, raise) yet?
9. Did John (rise, raise) the curtain?
10. You must have been (laying, lying) in the sun during your vacation.
11. Won't you (sit, set) your briefcase here?
12. Let us (lie, lay) aside our cares.
13. Let us (sit, set) and talk together.
14. Please (sit, set) these analyses on the desk.
15. Don't (lie, lay) the wet cups on that shiny surface.
16. Those cups have been (lying, laying) there for a week now.
17. (Lay, lie) down, Rover.
18. (Sit, Set), Rover.
19. Rover is (lying, laying) down.
20. Rover is (sitting, setting) on his haunches.

Verbs

Write the following verbs in the third person singular, present time:

1. accommodate _____
2. accompany _____
3. admit _____
4. apply _____
5. occur _____

Fill in the blanks with don't or doesn't.

6. A person who_____ work_____ deserve to succeed.
&. This letter_____ suit me.
8. The data you have presented_____ have any bearing on this problem.
9. _____ Miss James know how to take shorthand?
10. _____ your machine function satisfactorily?
11. The people in the office apparently_____ read directions.

Write the principal parts of the following verbs:

12. admit _____ _____
13. see _____ _____
14. transmit _____ _____
15. enclose _____ _____
16. drink _____ _____
17. ship _____ _____

18. typewrite _____ _____

19. deposit _____ _____

20. sell _____ _____

Possessive Gerunds

1. It is (her, she) typing that needs improvement.
2. What do you think of (him, his) winning the bonus?
3. What did you think of (Senator Eastland, Senator Eastland's) speaking in favor of the farm bill?
4. (Our, We) working together has been most helpful.
5. How good is (her, she) typing?
6. I heard about (you, your) winning the contest.
7. (Our, Them) entering the contest was a smart move.
8. There is no reason for (him, his) working late every night.
9. My boss says that (my, me) writing has definite possibilities.
10. (Me, My) learning of English has greatly improved.
11. Have you heard of (him, his) forgetting his apppointment?

Underline the gerunds.

12. Her <u>filing</u> is always accurate.
13. Miss Taylor's <u>typing</u> is extremely neat.
14. We have no record of Mr. Smith's <u>calling</u>.
15. There is some danger of his <u>getting</u> lost.
16. To make sure of your <u>getting</u> the order in time, we shipped it via air express.
17. There has been a delay in our <u>getting</u> the necessary supplies.

18. We appreciate your patronizing our firm.
19. Albert's reading of the minutes was clear and concise.
20. The President's reporting of the economic situation encouraged a business surge.

Capitalization

1. I live in the (south, South).
2. You travel (south, South).
3. Dallas is (southwest, Southwest) of St. Louis.
4. Order your (summer, Summer) merchandise now.
5. On (wednesday, Wednesday) we shall begin our annual spring sale.
6. Maine is pleasant in the (spring, Spring).
7. Is your (fall, Fall) line ready yet?

Underline letters that should be capitalized.

8. A letter from president hamilton will be read at the next meeting.
9. The miami chamber of commerce is very enterprising.
10. Mr. david jones will be one of the speakers at the wilson phospate company.
11. Manufacturers in the southeast are preparing for a fall trade fair.
12. Our company now has ten offices in the south.
13. Canton is in ohio.
14. You will find this mentioned in the bible.
15. The koran is a sacred book for Mohammedans.

16. The french fashion designers have always strongly influenced the market.
17. Would you capitalize the name of a governmental body such as the supreme court?
18. A good complimentary close is "sincerely yours."
19. When I want to be more formal, I use the letter salutation, "my dear mr. smith."
20. The name of my textbook is, "complete secretary's handbook."

Apostrophes

Hyphens, Colons, and Semicolons

Note: Material in parentheses is not part of the test and is included for the convenience of the teacher.

Punctuate correctly.

1. This is an up-to-date test.
   (Hyphenate because it is a compound adjective.)
2. Up to date our letter has received no reply.
   (No compound adjective, no hyphens.)
3. Your self-control is self-evident.
   (Hyphenate words using the self prefix.)
4. Your property has a 50-ft. frontage.
   (Hyphenate because a figure has joined to a word to make a compound objective.)
5. We are on the twenty-second story of a thirty-story building. (Reason as above.)
6. The ex-President congratulated the new President as well as the Vice-President.
   (Note that the prefix ex uses a small letter and a hyphen follows it whereas Vice uses a capital letter and the hyphen.)
7. The sky is cloudy; it may rain.
   (A semicolon is used to divide complete statements that are closely related.)
8. Our facility is still closed; however, we hope to reopen in May.

(Use a semicolon between coordinate clauses in a compound sentence when the second clause begins with a conjunctive adverb such as however, namely, likewise, otherwise, accordingly, besides, consequently, nevertheless, therefore, hence, notwithstanding, moreover, also, still. Be sure to use a comma after the conjunctive adverb if it is used independently.)

9. The exact quotation is as follows: "Work is the best cure for most ills."

(The colon is used in a formal introduction to a quotation.)

10. Here is a list of supplies we need: paper clips, rubber bands, staples, mimeograph stencils, and carbon paper.

(The colon precedes any formal statement or list.)

Insert apostrophe in the following:

11. It is a lovely day.
12. You're learning a great.
13. It's not easy to find its head.
14. You're always welcome at your neighborhood grocery.
15. Their prices indicate they're entering their most competitive phase.
16. Weren't you supposed to meet Mr. Robert's plane?
17. I hope my chagrin isn't noticeable.
18. Didn't you say four offices were closed?
19. We'll order stationery tomorrow.
20. What's your line?

Quotation Marks

Note: Comments enclosed in parentheses are for the teacher and are not part of the test.

1. Did you hear Mr. Drew say, "We can't fill any more toy orders"?
   (The entire sentence is a question, therefore the question mark stands last.)
2. Did you read this month's issue of the magazine, "Fortune"?
   (As above.)
3. "The dried fruit samples," wrote Mr. Houck, "are being airmailed today."
   (When a quotation is broken, each part of the quotation is enclosed in quotation marks.)
4. The word "recommend" is frequently misspelled.
   (Quotation marks or an underline may be used, but never both.)
5. Mr. Gordon said, "When you asked me to speak on March 15, my first thought was of Shakespeare's ominous, 'Beware the Ides of March.'"
   (A quote within a quote uses single quotation marks. Note that all quotes must be closed. Observe also that the period is within the quotes. Had Mr. Gordon's quote asked a question the question mark would have gone inside the double quotes. Had the entire sentence been a quotation, the quotation mark would

have gone inside the double quotes. Had the entire sentence been a question, the question mark would have gone outside the double quotes.)

6. "Did you know," commented Mr. Burnside, "that we have been in this business for twenty-five years?"
(See number 3).

7. "American Business English" is the name of the book he is writing.
(Titles of books, magazines, newspapers, and television programs may be enclosed in quotation marks.)

8. Is the name of our textbook "American Business English"?
(Note the position of the question mark.)

9. The teacher stated, "The ending comma and the period are always typed inside the quotation marks, but a quotation mark will be inside or outside according to where the question is asked."

10. "What a splendid office!" exclaimed the out-of-state visitors.
(No comma is used after a quoted sentence that is in the form of a question or an exclamation.)

11. Refer to the following pages in "The Machinist's Manual": 131, 154, 160, 183.
(Sometimes a colon or semicolon is used with quotation marks.)

When it is, type the quotation marks before the colon or semicolon.)

12. Don't overwork an expression such as "immediately, if not sooner"; it's corny.
(As above.)

13. "It isn't every day," said Mr. Higginbotham, "that our office bowling team wins the cup."
(See number 3.)

14. Mr. Jerome asked, "How many will be working at the display?"
(Question mark is inside the quotes because it is part of the quotation.)

15. "Take it easy,"is a common American expression.

16. Mr. Jackson told the men that there would be no Christmas bonus.
(Indirect quote.)

17. I told Miss Fielding that I really liked her office decor.
(Indirect quote.)

18. Mr. Gibson was quoting poetry to test the microphone.
(No quotation involved directly.)

19. How do you spell "accommodate"?
(No comma needed before a single word. Note position of question mark.)

20. "Now that you have finished," the teacher said, "bring your test paper to me."

Miscellaneous

1. Do not (lose, loose) your head in an emergency.
2. The soldier snapped a (respective, respectful) salute to the flag.
3. The dentist extracted the (lose, loose) tooth.
4. My opinion is different (from, than) yours.
5. I relayed the infcrmation to Grace and (he, him).
6. She won't (let, leave) me finish my work.
7. I like a number two pencil because the (led, lead) is softer.
8. Your remarks are (irrevelant, irrelevant).
9. Do you know the dangers of taking (barbituates, barbiturates)?
10. (Febuary, Febriary) is usually a cold month.
11. Will you be accompanied (by, with) your parents?
12. The (miami river, Miami River, Miami river) was once crystal clear.
13. Are you attending a (High School, high school) in Miami?
14. Did you go to (Miami senior high, Miami Senior High, Miami senior High)?
15. Let the teacher (teach, learn) you.
16. Mr. Burns is the (principal, principle) of my school.
17. Mr. Burns is constantly referring to the (principals, principles) of good behavior.
18. Atlanta is the (capital, capitol) of Georgia.

19. The (capital, capitol) building in Atlanta has a gold dome.

20. (Your, You're) answers are very interesting.

Letters

Write the three complimentary closes with correct capitalization and punctuation.

1. _____

2. _____

3. _____

Write a salutation for a gentleman whose name you do not know.

4. _____

Write a salutation for a letter in which you have used an attention line.

5. _____

Write a salutation for a letter to a firm composed of women.

6. _____

Identify the punctuation style.

2160 N.W. 8th Street
Miami, Florida
August 21, 1971

Mr.George W. Placer, President
Placer Mining Company
10300 West Atwater Street
Phoenix, Arizona

7. _____

Identify the punctuation style.

2160 N.W. 8th Street
Miami, Florida
August 21, 1971

Mr. George W. Placer, President,
Placer Mining Corporation,
10300 West Atwater Street,
Phoenix, Arizona.

8. _____

9. Mixed punctuation uses a colon after the salutation, a coma after the complimentary close, and separates city from state with a comma. True. False.

10. It is correct to write, "Dear Prof. Cole." True. False.

11. If you are unable to determine the marital status of a woman, use the abbreviation (Mrs. Ms. Miss.).

12. The placing of the date line is optional and is chiefly a matter of (contrast, symmety, ease).

13. The block of letter is popular because it is easier and quicker to type.

The seven parts of a letter are:

14. _____

15. _____

16. _____

17. _____

18. _____

19. _____

20. _____

Commas

Note: Material enclosed in parentheses is not part of this test.

Punctuate correctly.

1. Miss Smith, you're wanted in Mr. King's office.
   (Direct address.)
2. Mr. Jenkins, the lawyer, is on the phone.
   (Apposition.)
3. Water that is polluted is not drinkable.
   (No commas used with a restrictive clause.)
4. Water, that wonderful cooling liquid, is drinkable.
   (Non-restrictive clause that is merely descriptive plus more than one adjective. Note that no comma separates the last adjective from the noun it modifies.)
5. Shall we use boxes, cartons, or paper?
   (Commas in a series.)
6. You ought to understand the correct use of puctuation, for your business success depends upon it.
   (Separate coordinate clauses when they are connected by a simple conjunction such as and, but, or, nor, for, yet.
7. The pictures having developed, the photographer began writing his caption.
   (Set off an absolute expression with commas.)
8. In the opinion of the governing board, the charter was correctly prepared.

(An initial prepositional phrase beginning a sentence should be set off if it is quite lenghty, or if it contains a verb form.)

9. If you want to succeed, you must learn rules for punctuation.

(As above.)

10. Well, what do we do now?

(Conversational adverbs such as <u>well</u>, <u>yes</u>, and <u>no</u>, often begin sentences. They are used independently and should be set off by a comma.)

11. Mr. Logan Grimes, of the renowned Grimes family, is one of the new directors.

(A phrase beginning with <u>of</u> sometimes is used to identify a preceding proper name. This is appositional use.)

12. Of the $60,000, $20,000 has been paid.

(Use commas to set off two different figures in a sentence.)

13. If you type a list of names, punctuate it like this:

Anderson, A.
Amberson, Arnold
Bogart, H.
Dietrich, M.

14. Today is August 21, 1971.

(Use a comma after the date.)

15. Gary, Indiana is my home town.

(Separate city from state with a comma.)

16. When the shipment arrives, we shall check it carefully.
(When an adverbial clause is transposed to the beginning of the sentence, set it off with a comma.)

17. Dear Janie.
(Use a comma in the salutation of a friendly letter.)

18. Have you studied colons, semicolons, quotation marks, and commas?
(Series.)

19. In my considered opinion, these tests have not been easy.
(See 8.)

20. If you cannot think of a rule for using a comma, don't use one.
(See 8.)

RECOMMENDED MATERIALS

BOOKS

1. Doris, Lillian and Miller, Besse May. Complete Secretary's Handbook. Englewood Cliffs, N.J., Prentice-Hall, Inc., 1951.

2. Lair, Donald A. and Laird, Eleanor C. Practical Business Psychology. New York: McGraw-Hill Book Company, Inc., 1956.

3. Morris, William, ed. The American Heritage Dictionary. New York: Houghton Mifflin Company, 1970.

AUDIO-VISUAL MATERIALS

1. Teletrainer. Southern Bell Telephone Company.

2. Motion Picture.

   If An Elephant Answers. Southern Bell, 26 min.

   I Rather Like You, Mr. Bell. Southern Bell, 25 min. color.

BOOKS

In addition to the books listed above, any and all English grammar books can and should be used as references. What may be difficult for the student to understand through one author's presentation and examples may be quite clear through another's eyes.

Audio-Visual

Currently the Southern Bell Telephone Company has approximately fifty Teletrainers. Mrs. Ann Grimshaw, 350-8386 is the person to contact. The teacher may order more than

one Teletrainer for free usage.

Nina Foch and Craig Stevens star in If An Elephant Answers. Cartoon characters illustrate do's and dont's for the human actors. The importance of good office telephone technique is stressed.

Bob Newhart stars in I Rather Like You, Mr. Bell. This is a humorous presentation of great moments in history through cartoons. Uses of the telephone are stressed.